

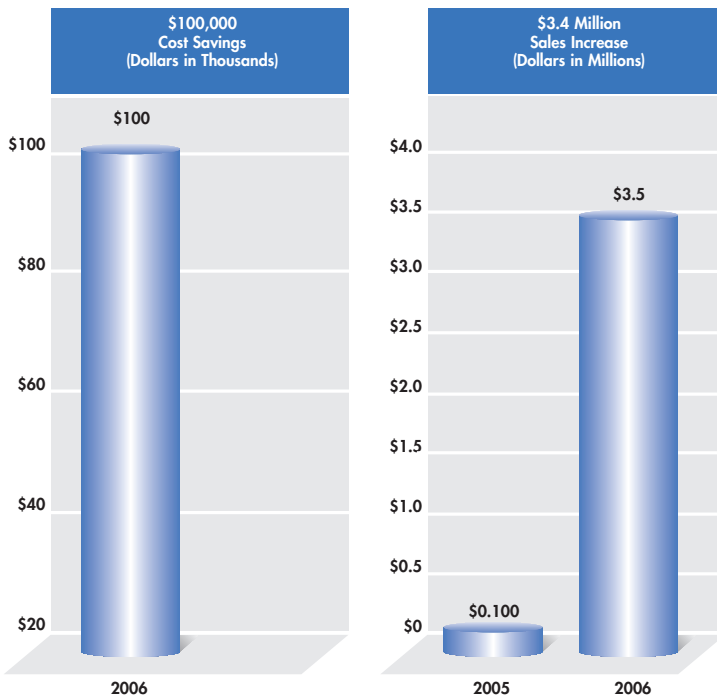
# Flight Microwave

Flight Microwave designs build-to-order passive microwave RF components for space applications. The company was created in 2004 by three former employees of Hughes Space and Communications Passive Microwave Group. At project start, Flight Microwave had 10 employees and annual sales of \$100,000. The company is privately held and has a very diverse workforce that is represented as follows: 8% African-American, 17% Asian and 75% Caucasian.

*“By working with CMTC we were able to achieve AS9100B certification. This allowed us to increase sales by \$3.4 million in one-and-a-half years.”*

*Mike Callas*

**Mike Callas**  
Operations Manager



## Issue/Needs

Flight Microwave wanted to pursue a contract with Boeing to manufacture flight hardware. However, Boeing was requiring its suppliers of flight critical hardware to be registered to AS9100B, an internationally recognized Aerospace Quality Management System standard. Flight Microwave wanted to increase sales and improve competitiveness, as well as satisfy existing customer requirements. Transitioning to this standard would position the company to achieve these goals.

## Implementation Highlights

In January 2005, representatives of CMTC met with Flight Microwave management to discuss the company's needs relative to the implementation of a conforming quality management system based on the AS9100B international standard. A quick gap assessment was conducted to determine Flight Microwave's readiness to meet stringent aerospace quality management system requirements. Using the results of the assessment as a guideline, a project plan was developed that outlined the following tasks: AS9100 Overview Training, Quality Manual Development, Procedure Development, Implementation and Training Assistance, on-site Internal Auditor Workshops and Management Review. Flight Microwave also used CMTC to provide continuing assistance during implementation to ease the workload on their personnel.

## Improvement Description

The project lasted over one and one-half years and in July 2006, Flight Microwave was recommended for registration to AS9100B. The company quickly began to see productivity and sales benefits that resulted from their commitment and effort toward developing and maintaining their quality management system. Productivity improvements resulted from using one set of standards that decreased the time required to identify and solve problems. Flight Microwave was able to gain Boeing as a customer and thereby increase sales, create and retain jobs, experience cost savings as well as increase its investment in plant and equipment, information systems, employee skills and other areas of business as a result of implementing a proper quality management system.

## Financial and Investment Impact

As a result of this project, Flight Microwave experienced a \$3.4 million increase in sales, a \$100,000 cost savings and invested \$225,000 in equipment, information systems and employee training.